

Track Delivery of VA Prescriptions User Guide

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General Information

The **Track Delivery** feature is designed to help you track the delivery of your VA prescription refills via My HealthVet. It lets you view when your prescription was shipped by a VA Mail Order Pharmacy. The VA Mail Order Pharmacy is a service which dispenses and mails VA prescription refills to VA patients.

By using the feature, you can track any prescription refill sent from the VA Mail Order Pharmacy. This may include:

- VA medicine that was refilled or renewed
- Wound care supplies
- Diabetic supplies
- Other products/supplies processed by the VA Mail Order Pharmacy

There is no limit to the number of VA prescriptions you are able to track when they are sent through the VA Mail Order Pharmacy.

Some medicine may require close patient follow-up. These medicines are not sent through the VA Mail Order Pharmacy. As such, they are not able to be tracked. Most prescriptions, however, are handled by the VA Mail Order Pharmacy and can be tracked.

The **Track Delivery** feature is available a day or two *after* your prescription has been mailed from a VA Mail Order Pharmacy.

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User Access Requirements

To use the **Track Delivery** feature, you need to have an Advanced or Premium My HealthVet account. For more information about the different account types and the benefits they provide, visit [My HealthVet Account Types](#).

If you are enrolled in the VA Healthcare System, you may want to get a [Premium](#) account. This gives you full access to all the features My HealthVet has to offer, including communicating with your VA health care team through **Secure Messaging**. To get a [Premium](#) account you will need to go through Authentication. VA verifies your identity with this one time process. This is done before allowing access to your VA health record. To learn more, go to: [Upgrading your My HealthVet account through In-Person or Online Authentication](#).

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My HealthVet is a secure website. The VA follows strict security policies and practices to make sure that your personal health information is safe and protected.

*Your VA health care team is not able to view any information in your My HealthVet account. This includes **Track Delivery**.*

Your VA Pharmacy team is able to track your prescription, but they use a different application to do this.

Important to Note: You are responsible for protecting your personal information you print out or download. It is important to protect your information. Protect this information the same way you would protect your banking or credit card information. Do not leave your printed information on a printer. Do not save your downloaded information to a public computer. When using a public computer, save your information to a CD and/or thumb drive. Remember to take the CD or thumb drive with you when you finish. You should never send an email that contains personal information.

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GETTING STARTED

How to Track Delivery of VA Prescription Refills

This section describes how to **Track Delivery of VA Prescriptions** online. Following are step-by-step instructions.

STEP 1: To access **Track Delivery**, type <http://www.myhealth.va.gov> into your browser to display the My HealthVet entry page as shown below. Click on the **Go to My HealthVet Enter Here** button:

UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS

Search All VA Web Pages
Search
Open Advanced Search

Home Veteran Services Business About VA Media Room Locations Contact Us

My healthvet

My healthvet

Welcome to My HealthVet

My HealthVet is VA's online personal health record. It was designed for Veterans, active duty Servicemembers, their dependents and caregivers. My HealthVet helps you partner with your health care team. It provides you opportunities and tools to make informed decisions and manage your health care.

Specific features in My HealthVet are available to you based on your account type. All users who have a [Basic](#) account are able to view their self-entered information. If you are a VA patient, you can upgrade your account to [Advanced](#) or [Premium](#). For more information about account types and what you can view, visit [My HealthVet Account Types](#).

Already a Member?
Go to My HealthVet
Enter Here

Go to the main My HealthVet home page to start managing your health care online.

Not Registered?
Register Today!
Start Here

First Time Registration?
If you are already enrolled at a VA facility, be sure to check the 'VA Patient' option and include your full name, including middle name if applicable, your date of birth, SSN and gender.

Service Alerts

Blue Button
Download My Data

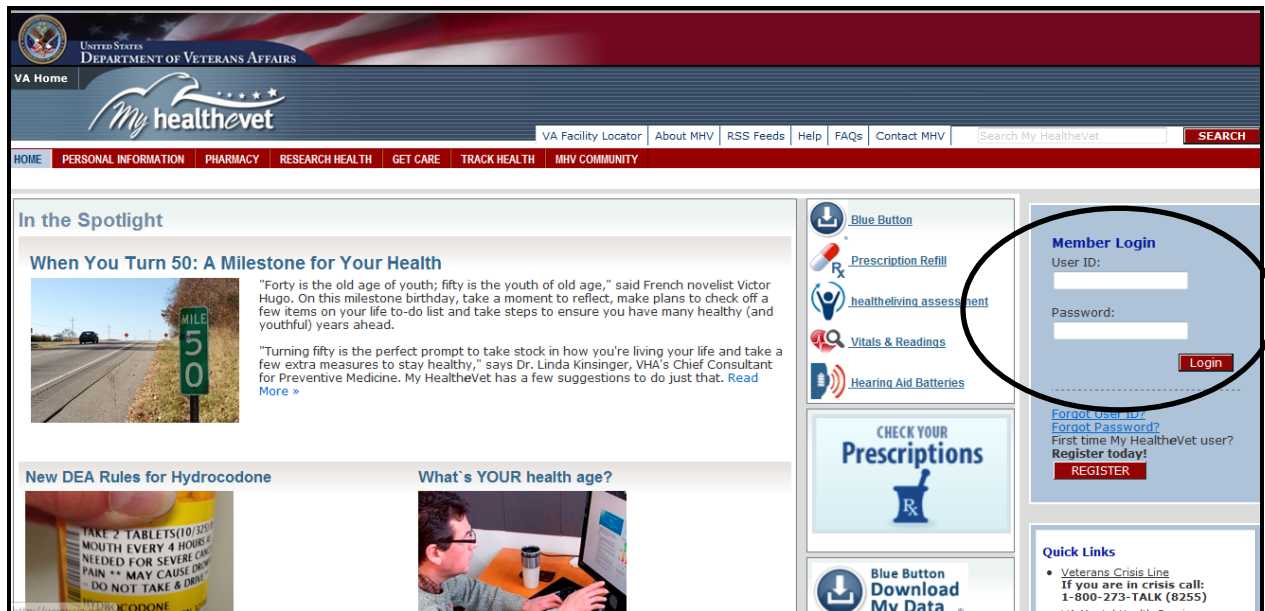
Learn what the Blue Button can do for you

Veterans Crisis Line
1-800-273-8255 PRESS 1

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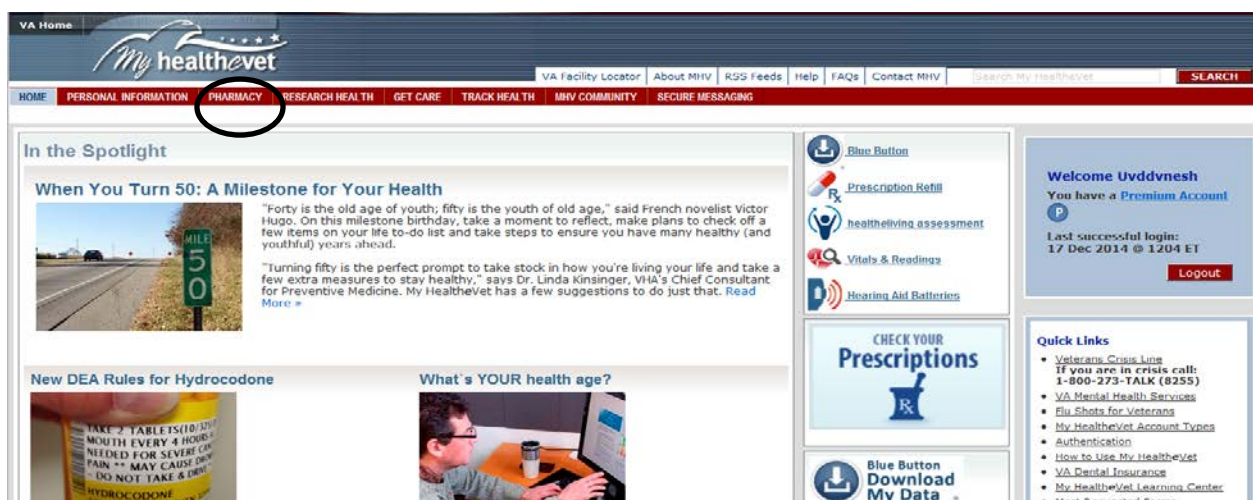
STEP 2: The My HealthVet home page displays as shown below. Enter your My HealthVet **User ID** and **Password** in the Member Login box and then click the **Login** button.

NOTE: A convenient way to access your My HealthVet account is using your Premium DS Logon. This single sign on process may be done through [AccessVA](#) or [eBenefits](#) websites.



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STEP 3: Select the **Pharmacy** tab as shown in the illustration below:



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STEP 4: The system displays the **Pharmacy** page. Select the **Prescription Track Delivery** icon/image:

The screenshot shows the My HealthVet Pharmacy page. The navigation bar includes links for Home, Personal Information, Pharmacy, Research Health, Get Care, Track Health, MHV Community, and Secure Messaging. The main content area features several tiles: Refill My Prescriptions, Prescription Refill History, My Medications + Supplements, My VA Medication List, and Prescription Track Delivery (circled in black). A sidebar on the right contains a welcome message and links for hydrocodone and tramadol.

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The **View Prescription Tracking Information** page appears as shown below. If the VA Mail Order Pharmacy has sent you a prescription in the last 30 days, the Prescription Tracking column will display a red **Track Delivery** button on the same row as the mailed prescription. Selecting the **Track Delivery** button takes you to the **View Prescription Tracking Information Detail** page.

STEP 5: Select a prescription record to track from the table on the **View Prescription Tracking Information** page by clicking on the red **Track Delivery** button in the **Tracking** column:

The screenshot shows the View Prescription Tracking Information page for KATHY TESTGPKTHREE. The page includes a table with columns for Dispensed Date, Prescription, Facility, and Tracking. A red 'SAMPLE' watermark is overlaid on the page. An arrow points to the 'Track Delivery' button in the Tracking column for the first row.

Dispensed Date	Prescription	Facility	Tracking
11/28/2014	FLUCONAZOLE 100MG TAB RX# 2719154	DAYT3	Track Delivery
11/27/2014	CLARITHROMYCIN 500MG TAB RX# 2719155	SLC4	Track Delivery
11/27/2014	DIGOXIN (LANOXIN) 0.125MG TAB RX# 2719156	DAYT3	Track Delivery
11/27/2014	PHENYTOIN (DILANTIN) 20MG CHEW TAB RX# 2719157	DAYT3	Track Delivery

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The system displays the **View Prescription Tracking Information Detail** page. You can click on the **View Image** hyperlink to display a picture of the medicine:

VA Home

My healthvet

VA Facility Locator | About MHV | RSS Feeds | Help | FAQs | Contact MHV | Search My Healthvet | SEARCH

HOME | PERSONAL INFORMATION | PHARMACY | RESEARCH HEALTH | GET CARE | TRACK HEALTH | MHV COMMUNITY | SECURE MESSAGING

RX REFILL | MEDICATIONS + SUPPLEMENTS | MY MEDICATIONS

Rx Refill
Refill Prescriptions
Prescriptions History
Meds, OTC, Herbs, & Supplements
Prescription Tracking

View Prescription Tracking Information Detail (Prescription Delivery for KATHY TESTGPKTHREE)

Last Update of Tracking Information [09/30/2014 at 0000]

This page has detailed tracking information on your VA prescription. The prescription you are tracking was filled by the **VA Mail Order Pharmacy** and mailed in the last 45 days. It will also show if you have other VA prescriptions being shipped in the same package.

Note: To view an image of your prescription medicine, select the View Image link.

Help | Printer Friendly

Prescription Information	
Prescription Name	FLUCONAZOLE 100MG TAB View Image...
Prescription Number	2719154
Facility Name	DAYT3
Rx Information Phone Number	(555)907-6543

Tracking Information	
Date Shipped	09/11/2014
Delivery Service	USPS
Select Tracking Number	07100000024011

Tracking Information

Welcome Kathy
You have an **Advanced Account**
Last successful login: 16 Dec 2014 @ 1144 ET
Logout

If You Take A HYDROCODONE COMBINATION
There is a new DEA rule for Hydrocodone Combination (HC) prescriptions. [Read more to learn](#) how this may affect your prescription.

If You Take TRAMADOL
There is a new rule for Tramadol prescriptions. Check to [see if it affects you \(PDF\)](#).

An image of the medicine appears as shown below. The image displayed is for identification purposes only and does not mean that it is the dose to be taken. If the medication image shown does not match what you are taking, please contact your VA Pharmacy. When done, click on the **Return to Prescription Information** button:

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My healthvet

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HOME | PERSONAL INFORMATION | PHARMACY | RESEARCH HEALTH | GET CARE | TRACK HEALTH | MHV COMMUNITY | SECURE MESSAGING

RX REFILL | MEDICATIONS + SUPPLEMENTS | MY MEDICATIONS

Rx Refill
Refill Prescriptions
Prescriptions History
Meds, OTC, Herbs, & Supplements
Prescription Tracking

VA Prescription Medication Image

The image displayed is for identification purposes only and does not mean that it is the dose to be taken. If the medication image shown does not match what you are taking, please contact your VA Pharmacy.

Prescription Name	FLUCONAZOLE 100MG TAB
Prescription Number	2719154

mm

KPh
102

SAMPLE

[Return to Prescription Information](#)

Welcome Kathy
You have an **Advanced Account**
Last successful login: 16 Dec 2014 @ 1144 ET
Logout

If You Take A HYDROCODONE COMBINATION
There is a new DEA rule for Hydrocodone Combination (HC) prescriptions. [Read more to learn](#) how this may affect your prescription.

If You Take TRAMADOL
There is a new rule for Tramadol prescriptions. Check to [see if it affects you \(PDF\)](#).

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STEP 6: For delivery information, select the **Carrier Tracking Number** hyperlink:

VA Home

VA Facility Locator | About MHV | RSS Feeds | Help | FAQs | Contact MHV | Search My HealthVet | **SEARCH**

HOME | **PERSONAL INFORMATION** | **PHARMACY** | **RESEARCH HEALTH** | **GET CARE** | **TRACK HEALTH** | **MHV COMMUNITY** | **SECURE MESSAGING**

RX REFILL | **MEDICATIONS + SUPPLEMENTS** | MY MEDICATIONS

Rx Refill
Refill Prescriptions
Prescriptions History
Meds, OTC, Herbals, & Supplements
Prescription Tracking

SAMPLE

View Prescription Tracking Information Detail
(Prescription Delivery for KATHY TESTGPKTHREE)
Last Update of Tracking Information [09/30/2014 at 0000]

This page has detailed tracking information on your VA prescription. The prescription you are tracking was filled by the **VA Mail Order Pharmacy** and mailed in the last 45 days. It will also show if you have other VA prescriptions being shipped in the same package.

Note: To view an image of your prescription medicine, select the View Image link.

Help | Printer Friendly

Prescription Information	
Prescription Name	FLUCONAZOLE 100MG TAB View Image...
Prescription Number	2719154
Facility Name	DAYT3
Rx Information Phone Number	(555)907-6543

Tracking Information	
Date Shipped	09/11/2014
Delivery Service	USPS
Select Tracking Number	97100000024011

<http://www.va.gov/>

Welcome Kathy
You have an **Advanced** Account.
Last successful login: 16 Dec 2014 @ 1144 ET
Logout

If You Take A HYDROCODONE COMBINATION
There is a new DEA rule for Hydrocodone Combination (HC) prescriptions. [Read more to learn](#) how this may affect your prescription.

If You Take TRAMADOL
There is a new rule for Tramadol prescriptions. Check to see if it affects you (PDF).

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A **warning page** appears to inform you that you will be transferred to a non-VA website (United States Postal Service [USPS] or United Parcel Service [UPS]) to track your prescription delivery:

VA Home

VA Facility Locator | About MHV | RSS Feeds | Help | FAQs | Contact MHV | Search My HealthVet | **SEARCH**

HOME | **PERSONAL INFORMATION** | **PHARMACY** | **RESEARCH HEALTH** | **GET CARE** | **TRACK HEALTH** | **MHV COMMUNITY** | **SECURE MESSAGING**

RX REFILL | **MEDICATIONS + SUPPLEMENTS** | MY MEDICATIONS

Rx Refill
Refill Prescriptions
Prescriptions History
Meds, OTC, Herbals, & Supplements
Prescription Tracking

Continue to Delivery Service Website

If you select **Continue**, the Delivery Service website will open in a new window or tab. Tracking information for the prescription you just selected is available on that website.

If you select **Cancel** you will be returned to the previous page.

Continue **Cancel**

Welcome Kathy
You have an **Advanced** Account.
Last successful login: 16 Dec 2014 @ 1144 ET
Logout

If You Take A HYDROCODONE COMBINATION
There is a new DEA rule for Hydrocodone Combination (HC) prescriptions. [Read more to learn](#) how this may affect your prescription.

If You Take TRAMADOL

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STEP 7: Select **Continue** to open the Delivery Service website in a new window or tab. Tracking information for the prescription you just selected is available on the Delivery Service website:

The screenshot shows the USPS Tracking website interface. At the top is the USPS.COM logo and a search bar. Below the logo is a navigation bar with links: Quick Tools, Ship a Package, Send Mail, Manage Your Mail, Shop, and Business Solutions. The main heading is 'USPS Tracking™'. To the right is a 'Customer Service' link with the text 'Have questions? We're here to help.' Below this is a tracking progress bar showing a green bar with a checkmark and the word 'DELIVERED'. The tracking number is 92748901000687000348871602. The expected delivery day is Friday, August 1, 2014. The 'Product & Tracking Information' section shows the postal product as 'Package Services' and features as 'USPS Tracking™'. A table lists the tracking history with columns for Date & Time, Status of Item, and Location. A blue callout box states: 'Your item was delivered at 4:20 pm on July 29, 2014 in SAN JOSE, CA 95121.' The 'Available Actions' section on the right includes links for 'Text Updates' and 'Email Updates'.

DATE & TIME	STATUS OF ITEM	LOCATION
July 29, 2014 , 4:20 pm	Delivered	SAN JOSE, CA 95121
Your item was delivered at 4:20 pm on July 29, 2014 in SAN JOSE, CA 95121.		
July 29, 2014 , 7:25 am	Out for Delivery	SAN JOSE, CA 95111
July 29, 2014 , 7:15 am	Sorting Complete	SAN JOSE, CA 95111
July 29, 2014 , 6:21 am	Arrived at Post Office	SAN JOSE, CA 95111
July 29, 2014 , 5:08 am	Departed USPS Facility	SAN JOSE, CA 95101
July 29, 2014 , 2:53 am	Arrived at USPS Destination Facility	SAN JOSE, CA 95101
Arrived at USPS		

Or, select **Cancel** instead of **Continue**. You will be returned to the previous page.

To exit the Delivery Service website, close that window or tab. To return to the My Health^eVet website, go back to that window or tab.

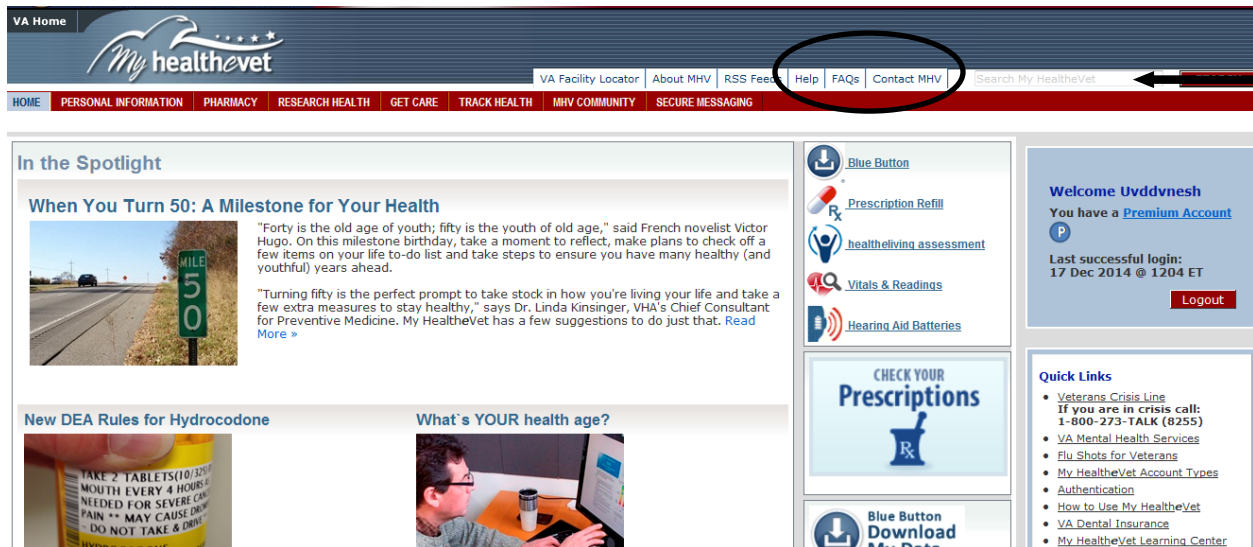
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Where to Find Help

Help, Frequently Asked Questions, and Contact MHV

For questions about your medications, please contact your pharmacy service or health care provider. For technical questions about My Health^eVet, use the support tabs on the white bar at the top of every page (see figure below).

- Select [Help](#) to review additional resources on the **Track Delivery of VA Prescriptions** feature and on other My HealtheVet features.
- Select [FAQs](#) to take you to **Frequently Asked Questions** for answers to common questions about using **Track Delivery of VA Prescriptions** and other My HealtheVet features..
- Select [Contact MHV](#) to send a message to the My HealtheVet Help Desk.



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